

Remington Arms Co., Inc.
Product Service
Legal Case #:5085

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
214108	12/10/2010	11/15/2010	12/14/2010	11/11/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Joseph	Lollis	108 Herndon Dr.	Ninety Six	SC	29666		H 864-993-9647 E heatherrlollis@gmail.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern	Unknown	
S	Concern:1008	Fired on Bolt Closing		
C	FBC			

11/12/10: Customer called in. He stated he had a FBC on 11/11/10. No damage - No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	770/3006 SPRG	85633	71538111	KD	5/14/2009 11:59:29 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
7/2/2010	WAL-MART STORE 01-1382		Y			

CONCERN:FBC

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/770/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion - Check over under warranty						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$27	12/17/2010				

11/15/10: Sending ARS, ltr, form. df 12/17/10: Per Ilion - Could not duplicate concern. TA functioning as designed. Check over completely, clean & test fire @ n/c - warranty. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/14/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPR
	Date Code		KD
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	

Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Like new; Functioning	
	Handle	Like new; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Like new; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Like new; Functioning	
Overall	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/770 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	3#
	Altered	False	
	Sub-Assembly	Other Remington	

frmREInquiry - Repair Inquiry

Repair Number: **RE00214108** Serial: 71538111 Model 770 Center Fire Caliber 30
 06 Produced: 05/14/2009 SKU: 85633 Repairman: _____
 Verify Repair _____ Status: New 12/12/2010 6:27:00 AM

ADDRESS INFORMATION

Customer ☒ Received from **Return To** ☒ Received from

Name: JOSEPH LOLLIS
 Address 1: 108 HERDON DR
 Address 2: _____ PO Box: _____
 City: NINETY SIX
 State: SC Zip Code: 29666 Country: US

12/12/2010 6:27:00 AM
 Name: JOSEPH LOLLIS
 Address 1: 108 HERDON DR
 Address 2: _____ PO Box: _____
 City: NINETY SIX
 State: SC Zip Code: 29666 Country: US

FFL: _____

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2
12/12/2010 6:27:00 AM	New	schultscm	Repair Added	
12/12/2010 6:27:00 AM	Expedite	schultscm	From: Check In	To:
12/12/2010 12:00:00 AM	EmailSent	ArmEmail	Repair Received	HEATHERR
12/12/2010 12:00:00 AM	EmailVerified	ArmEmail	Receipt	HEATHERR
12/14/2010 9:00:00 AM	Maint	Travisbw	Repair Maintenance	Status: New

Shipping Hold
 Interface Hold
 Estimate Sent
 Parts Received
 Passed Inspection
 Return as Received
 Has Been Approved
 Internal Repair
 Exclude TATC

Current Status
 New
 12/12/2010 6:27:00 AM
 schultscm
 Repair Bench
 Repair Location
 ILN
 Current Location
 ILN
 Transfer Number

Repair Search Refresh Close

RECEIVED
 DEC 17 2010

BY:.....

5085

22"
KDS/69
3#
COPY

November 12, 2010

Joseph Lollis
108 Herndon Dr.
Ninety Six, SC 29666
Ph: 864-993-9647

Ref: # 5085

Dear Mr. Lollis,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

Please include a copy of this letter to put inside the shipping container. The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results.

I hope that this action will keep you a loyal Remington, H&R customer.

Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

could not duplicate concern.
T.A. functioning as designed.
check over completely, clean
+ test fire AT N/C
warranty

71538111

Model: 770



RE00214108

Print

Reset

Model Number: 770		Serial Number: 71538111	
Are you the original owner?: ☒ YES ☐ NO			
Name: Joseph Scott Lollis		Date of Purchase: 07-02-10	
Address (no PO Boxes): 108 Herndon Dr			
City: Ninety Six		State: SC	Zip: 29666
Phone (Daytime): (864) 993-9617		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) Heather R Lollis @ gmail . com			
E-mail Address: ☒ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: On November 11th 2010 I went to load a round in the chamber when I locked the bolt the Gun fired by it self. That was the fourth Round put IN the Gun			
500 characters left			
Ammunition Information:			
Manufacturer: Remington		Type: 150GR. CORE LOCK RSP R30062	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			

Remington.

www.remington.com

Remington Arms Company, Inc.
870 Remington Drive
P. O. Box 700
Madison, NC 27025-0700

ARS LABEL REQUEST FORM

DATE:	11/15/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL		I WILL MAIL XXXXXX	
DESCRIPTION: Ref# 5085 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Joseph Lollis 108 Herndon Dr. Ninety Six, SC 29666 Ph: 864-993-9647
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

4XX596 NOV 15, 2010 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969066079582
 REF 1: JOSEPH LOLLIS/CD/DMF
 REF 2: 5085/RIFLE

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE	CHRG:	SVC T/P USD
DV 0.00	COD 0.00	RS 0.50
DC 0.00	DGD 0.00	SD 0.00
AH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 8.74	PUB+HANDLING	8.74







